



April 25, 2014

To: Executive Board

Subject: **Coach Operator Audit Results**

Recommendation

Receive and file the results of the Coach Operator Audits conducted in February 2014.

Analysis

Coach operator performance audits were conducted during the period of February 23, 2014 through February 26, 2014 to monitor the performance of Foothill Transit's operations contractors. The performance checks are conducted by Summit Security Services, a professional corporation that performs transit service audits. These performance checks evaluate fare collection, customer relations, and safety.

In order to ensure maximum coverage of Foothill Transit's operational area the audits are conducted at random. Auditors from Summit Security utilize Foothill Transit service as anonymous riders. When the auditor first boards, they will challenge the driver by depositing the incorrect fare or by attempting to use an invalid transfer or pass. If the driver challenges the fare the auditor will then deposit the correct fare, if not, the occurrence is reported as a fare violation. Once onboard the bus, the auditor will then monitor the coach operator's performance in terms of customer relations and safety.

The table below shows the trend of the Coach Operator Audits for Foothill Transit's Arcadia facility.

Summary for First Transit - Arcadia

	MAY 2013	AVERAGE VIOLATIONS PER TRIP	NOV 2013	AVERAGE VIOLATIONS PER TRIP	FEB 2014	AVERAGE VIOLATIONS PER TRIP
TOTAL AUDITS CONDUCTED	93	N/A	112	N/A	89	N/A
FARE VIOLATIONS	30	0.32	31	0.28	1	0.01
CUSTOMER RELATIONS VIOLATIONS	44	0.47	57	0.51	62	0.70
SAFETY VIOLATIONS	7	0.08	9	0.08	3	0.03
TOTAL VIOLATIONS	81	0.87	97	0.87	66	0.74



The results for the Pomona facility are noted on the following table:

Summary for First Transit - Pomona

	MAY 2013	AVERAGE VIOLATIONS PER TRIP	NOV 2013	AVERAGE VIOLATIONS PER TRIP	FEB 2014	AVERAGE VIOLATIONS PER TRIP
TOTAL AUDITS CONDUCTED	81	N/A	76	N/A	78	N/A
FARE VIOLATIONS	15	0.19	15	0.20	2	0.03
CUSTOMER RELATIONS VIOLATIONS	47	0.58	75	0.99	64	0.82
SAFETY VIOLATIONS	6	0.07	5	0.07	4	0.05
TOTAL VIOLATIONS	68	0.84	95	1.25	70	0.90

The February 2014 audit numbers show a decrease in Fare violations for each operating facility. The Pomona facility had an overall 15 percent decrease in Customer Relations violations since the last audit and the Arcadia facility had a nine percent increase in this category. Failure to display name plates accounts for the overall increase in Customer Relations violations for the Arcadia facility.

The majority of the February 2014 violations fell within the following categories:

- Failed to Maintain Schedule – 31 incidents
- Scrolling Sign Display Off – 29 incidents
- Failure to Display Nameplate – 33 incidents

These items are being addressed directly with both contractors' staff and are being monitored by Foothill Transit's Quality Assurance Inspectors.

Results of the Coach Operator Audit provide Foothill Transit with a tool to monitor and evaluate the performance of operators delivering service. In effort to maintain quality, Foothill Transit's management team reviews the results regularly with the Assistant General Managers and Operations Managers of both operating facilities to receive insight as well as action plans for the areas that need attention.

The management team continues to work with both operations contractors to maintain and ensure Foothill Transit's high service standards for safety, courtesy, and on-time performance. The coach operator performance audits will continue to be conducted on a quarterly basis in order to measure and document progress in maintaining and improving performance.



Foothill Transit

Executive Board Meeting

Executive Board Meeting – 04/25/14
Coach Operator Audit Results
Page 3

Budget Impact

Funding for the coach operator audits is included in Foothill Transit's FY 2015 Business Plan.

Sincerely,

A handwritten signature in blue ink, reading "Tanya M. Pina".

Tanya M. Pina
Operations Contract Manager

A handwritten signature in blue ink, reading "Doran J. Barnes".

Doran J. Barnes
Executive Director